

Transcript: Justin

Mills-4878290468683776-5382931308560384

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Uh, yes, I was calling to get set up with my, uh, insurance. Okay, what's the staffing agency you work for? Uh, Surge. And the last four of your social? 0578. And your first and last name? Brianna Hughes. 38. And did you recently just start with Surge Staffing? Uh, I've been with them for, like, a little over a month, but I just started with a new job with them. And what's your full social? It's 420-530-5780. Okay, so I actually have to create you a file in our system. Uh, will you spell your first and last name for me please? Brianna Hughes. H-A-S... Okay. And your home address, including city, state and zip code. It's 13796 Old Marion Road, Duncanville, Alabama, 35456. And your date of birth? July 30th, 2001. And a good telephone number has 205-765-4264? Yes. And do you have a good email? Yes, it's prepreheating@gmail.com. Okay, and what did you want to be enrolled into? Uh, medical, dental and, uh, vision. For yourself only? Myself, yes. Okay. So then medical, dental and vision for employee only would make your total deductions \$23.95 per week. Do you authorize Surge Staffing to make the deduction for you? What? Um, you said, how much is it? Total deductions for medical, dental and vision is \$23.95 a week. Do you authorize Surge Staffing to make the deduction for you? Uh, yeah. Well, ca... What kind of... What kind of vision and dental and medical do y'all have? So I do know that there's only one vision, one dental plan. However, when it comes to dental, all of your preventative visits would be covered at 100%, which may include your basic cleanings, checkups or X-rays once per six months. Mm-hmm. When it comes to basic dental work such as fillings and extractions, except surgical extractions, those would be covered at 80% if met by a \$50 deductible. Um, vision, it's just copays. Copay for an eye exam, \$10, copay for lenses and frames, \$25. They do offer a frames allowance for \$130. However, the medical plan is the VIP standard which covers hospitals, doctors and medications. Okay, well ... You know, I could do with this, um, like a book. Okay, is there a... Is there any way I can, like, look at this? Like, you could email me this stuff? Yeah, I can email you a copy of the benefit guide. Um, email that you should be looking out for would be coming from info, that's I-N-F-O, @benefitsinacard.com, okay? Okay. Okay, and I do know that you have 30 days from your first paycheck to enroll in the benefits, because that's considered your personal open enrollment period, okay? Okay. Do y'all's dental cover braces? Um, unfortunately, I don't believe they do. Um, they only cover preventative, basic restoratives and simple extractions. Okay, 'cause I got a question because one of my friends just got off the phone with somebody with one of y'all and she just told her... She explained everything to her and you're just giving me, like, a short summary of... And her, her weekly thing is different. Like, you're not telling me all what the lady just told my friend on the phone. Well, did you have any specific questions? I mean, you, you didn't even tell me- Send the email and she'll call you back. Just, just send me the email and I'll just call back. Is

there anything else I could help you out with today? I mean, I just... I just need the email, that's it. Okay, well, thank you for calling Benefits in a Card and I hope you have a wonderful day, all right? Can you send me the email? Yeah, I think ... Earlier today. You didn't ... And so ... Your, your phone is breaking up. Can you hear me? Yeah, I can hear you now. I stated earlier that I went ahead and emailed you a copy of the benefit guide. Email you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay? Well, put it in the mail. I'm just gonna hang up.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_2: Uh, yes, I was calling to get set up with my, uh, insurance.

Speaker speaker_1: Okay, what's the staffing agency you work for?

Speaker speaker_2: Uh, Surge.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 0578.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Brianna Hughes. 38.

Speaker speaker_1: And did you recently just start with Surge Staffing?

Speaker speaker_2: Uh, I've been with them for, like, a little over a month, but I just started with a new job with them.

Speaker speaker_1: And what's your full social?

Speaker speaker_2: It's 420-530-5780.

Speaker speaker_1: Okay, so I actually have to create you a file in our system. Uh, will you spell your first and last name for me please?

Speaker speaker_2: Brianna Hughes.

Speaker speaker_1: H-A-S... Okay. And your home address, including city, state and zip code.

Speaker speaker_2: It's 13796 Old Marion Road, Duncanville, Alabama, 35456.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: July 30th, 2001.

Speaker speaker_1: And a good telephone number has 205-765-4264?

Speaker speaker_2: Yes.

Speaker speaker_1: And do you have a good email?

Speaker speaker_2: Yes, it's prepreheating@gmail.com.

Speaker speaker_1: Okay, and what did you want to be enrolled into?

Speaker speaker_2: Uh, medical, dental and, uh, vision.

Speaker speaker_1: For yourself only?

Speaker speaker_2: Myself, yes.

Speaker speaker_1: Okay. So then medical, dental and vision for employee only would make your total deductions \$23.95 per week. Do you authorize Surge Staffing to make the deduction for you?

Speaker speaker_2: What? Um, you said, how much is it?

Speaker speaker_1: Total deductions for medical, dental and vision is \$23.95 a week. Do you authorize Surge Staffing to make the deduction for you?

Speaker speaker_2: Uh, yeah. Well, ca... What kind of... What kind of vision and dental and medical do y'all have?

Speaker speaker_1: So I do know that there's only one vision, one dental plan. However, when it comes to dental, all of your preventative visits would be covered at 100%, which may include your basic cleanings, checkups or X-rays once per six months.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: When it comes to basic dental work such as fillings and extractions, except surgical extractions, those would be covered at 80% if met by a \$50 deductible. Um, vision, it's just copays. Copay for an eye exam, \$10, copay for lenses and frames, \$25. They do offer a frames allowance for \$130. However, the medical plan is the VIP standard which covers hospitals, doctors and medications.

Speaker speaker_2: Okay, well ... You know, I could do with this, um, like a book. Okay, is there a... Is there any way I can, like, look at this? Like, you could email me this stuff?

Speaker speaker_1: Yeah, I can email you a copy of the benefit guide. Um, email that you should be looking out for would be coming from info, that's I-N-F-O, @benefitsinacard.com, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Okay, and I do know that you have 30 days from your first paycheck to enroll in the benefits, because that's considered your personal open enrollment period, okay?

Speaker speaker_2: Okay. Do y'all's dental cover braces?

Speaker speaker_1: Um, unfortunately, I don't believe they do. Um, they only cover preventative, basic restoratives and simple extractions.

Speaker speaker_2: Okay, 'cause I got a question because one of my friends just got off the phone with somebody with one of y'all and she just told her... She explained everything to her and you're just giving me, like, a short summary of... And her, her weekly thing is different. Like, you're not telling me all what the lady just told my friend on the phone.

Speaker speaker_1: Well, did you have any specific questions?

Speaker speaker_2: I mean, you, you didn't even tell me-

Speaker speaker_3: Send the email and she'll call you back.

Speaker speaker_2: Just, just send me the email and I'll just call back.

Speaker speaker_1: Is there anything else I could help you out with today?

Speaker speaker_2: I mean, I just... I just need the email, that's it.

Speaker speaker_1: Okay, well, thank you for calling Benefits in a Card and I hope you have a wonderful day, all right?

Speaker speaker_2: Can you send me the email?

Speaker speaker_1: Yeah, I think ... Earlier today. You didn't ... And so ...

Speaker speaker_2: Your, your phone is breaking up.

Speaker speaker_1: Can you hear me?

Speaker speaker_2: Yeah, I can hear you now.

Speaker speaker_1: I stated earlier that I went ahead and emailed you a copy of the benefit guide. Email you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay?

Speaker speaker_2: Well, put it in the mail. I'm just gonna hang up.